

FACILITY SERVICES

Custodial Service Cleaning Tasks and Frequencies (Service Standards)

The Custodial Service division of Facility Services provides the services required to ensure a clean and safe physical environment for all users of Academic and Administrative buildings. In addition, Custodial Services supports the smooth operation of the sporting events, conferences, summer camps, family day, Alumni weekend, exams and convocation.

Custodial Services consists of 3 teams: Mid Team, East Team and our Night Team. Each team works closely with their staff to provide our customers with the highest possible service levels in support of their academic goals as well as our McMaster Community.

Below is our list of all space categories assigned to Custodial Services, Each category includes a list of tasks and frequencies that is the minimum level of service we provides.

CUSTODIAL SERVICES

AUDITORIUM

CUSTODIAL FREQUENCY

| | |
|---------------------------------------|---------------------|
| Waste trash collection | <i>5 x per week</i> |
| Recyclable trash collection | <i>5 x per week</i> |
| Clean trash container | <i>Monthly</i> |
| Clean all tables | <i>2 x per week</i> |
| Dust reachable flat surfaces | <i>monthly</i> |
| Sweep, dust mop floor (under seating) | <i>2 x per week</i> |
| Damp mop floors | <i>2 x per week</i> |
| Damp spot mop floors | <i>3 x per week</i> |
| Vacuum carpet | <i>2 x per week</i> |
| Spot vacuum carpet | <i>3 x per week</i> |
| Clean furniture arms and backs | <i>Annually</i> |
| High dust | <i>Annually</i> |
| Restorative carpet care | <i>Annually</i> |
| Strip and refinish vinyl floors | <i>Annually</i> |

FACILITY SERVICES

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HOSPITALITY DINING HALL/EATERY

CUSTODIAL FREQUENCY

| | |
|---|---------------------|
| Empty all Waste Containers/Recycling | <i>5 x per week</i> |
| Dust Mop all hard flooring | <i>5 x per week</i> |
| Damp mop all hard flooring with Degreaser | <i>5 x per week</i> |
| Vacuum Carpeting | <i>5 x per week</i> |
| Spot clean walls and doors | <i>5 x per week</i> |
| Replace all paper towel and soap dispensers | <i>5 x per week</i> |
| Wash all waste containers | <i>Monthly</i> |
| Heavy scrub kitchen prep area | <i>Monthly</i> |
| Strip and refinish floor vinyl flooring | <i>Annually</i> |
| Restorative carpet Care | <i>Annually</i> |

CLASSROOM WITH HARD FLOOR

CUSTODIAL FREQUENCY

| | |
|-----------------------------|---------------------|
| Waste trash collection | <i>5 x per week</i> |
| Clean all glass | <i>5 x per week</i> |
| Damp mop floors | <i>2 x per week</i> |
| Spot mop floors | <i>3 x per week</i> |
| Recyclable trash collection | <i>5 x per week</i> |
| Clean trash containers | <i>Monthly</i> |
| Dust flat surfaces | <i>1 x per week</i> |
| Remove gum | <i>As necessary</i> |
| High dust | <i>Monthly</i> |
| Dust vents | <i>Annually</i> |
| Strip and refinish floors | <i>Annually</i> |

CLASSROOM WITH CARPET

CUSTODIAL FREQUENCY

| | |
|-----------------------------|---------------------|
| Waste trash collection | <i>5 x per week</i> |
| Recyclable trash collection | <i>5 x per week</i> |
| Vacuum carpet | <i>2 x per week</i> |

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| | |
|------------------------------|---------------------|
| Spot Vacuum carpet | <i>3 x per week</i> |
| Wipe all tablets | <i>5 x per week</i> |
| Clean trash container | <i>Monthly</i> |
| Dust reachable flat surfaces | <i>Monthly</i> |
| Dust vents | <i>Annually</i> |
| Clean Chalkboard | <i>Annually</i> |
| Restorative floor care | <i>Annually</i> |

ENTRANCEWAYS

CUSTODIAL FREQUENCY

| | |
|---|---------------------|
| Sweep outside ramp and landing | <i>5 x per week</i> |
| Sweep, dust mop floors | <i>5 x per week</i> |
| Clean all glass | <i>5 x per week</i> |
| Vacuum all mats | <i>5 x per week</i> |
| Recyclable trash collection | <i>5 x per week</i> |
| Waste trash collection | <i>5 x per week</i> |
| Clean trash containers | <i>monthly</i> |
| Disinfect contact areas (doorhandles etc) | <i>5 x per week</i> |
| Dust flat surfaces | <i>Monthly</i> |
| High dust | <i>1 x per week</i> |
| Steam clean/roll-up walk-off mats | <i>Annually</i> |
| Strip and refinish floors | <i>Annually</i> |

OFFICE WITH HARD FLOOR

CUSTODIAL FREQUENCY

| | |
|-------------------------------------|----------------------|
| Sweep, dust mop floors | <i>Every 10 days</i> |
| Wipe door handles | <i>Every 10 days</i> |
| Damp mop floors | <i>Every 10 days</i> |
| Waste trash collection | <i>Every 10 days</i> |
| Recyclable trash collection | <i>Every 10 days</i> |
| Dust flat surfaces (where possible) | <i>Every 10 days</i> |
| Clean trash containers | <i>Annually</i> |
| Restorative floor care | <i>Every 3 years</i> |
| Clean interior windows | <i>Annually</i> |
| Dust vents | <i>Annually</i> |

FACILITY SERVICES

*Custodial Service Cleaning Tasks and Frequencies
(Service Standards)*

OFFICE WITH CARPET

Waste trash collection
 Recyclable trash collection
 Clean trash containers
 Vacuum Carpet
 Wipe door handles
 Dust flat surfaces (where possible)
 Dust vents
 Restorative carpet care
 Clean interior windows

CUSTODIAL FREQUENCY

Every 10 days
Every 10 days
Annually
Every 10 days
Every 10 days
Every 10 days
Annually
Every 3 years
Annually

CORRIDORS WITH HARD FLOORING

Auto-scrub
 Clean water fountains
 Dust Mop and Spot Mop
 Waste trash collection
 Recyclable trash collection
 Clean trash containers
 Disinfect all water fountains
 High dust
 Restorative floor care
 Dust vents

CUSTODIAL FREQUENCY

2 x per week
Daily
3 x per week
3 x per week
2 x per week
Annually
5 x per week
1 x per week
Annually
Annually

CORRIDOR WITH CARPET

Vacuum Carpet
 Clean water fountains
 Spot vacuum carpet
 Waste trash collection
 Recyclable trash collection
 Clean trash containers
 Disinfect all water fountains
 High dust
 Restorative Carpet Care

CUSTODIAL FREQUENCY

2 x per week
5 x per week
3 x per week
3 x per week
2 x per week
Annually
5 x per week
1 x per week
Annually

FACILITY SERVICES

*Custodial Service Cleaning Tasks and Frequencies
(Service Standards)*

LABORATORY

| | |
|---|----------------------|
| Sweep, dust mop floors | <i>Every 10 days</i> |
| Damp mop floors | <i>Every 10 days</i> |
| Waste trash collection | <i>Every 10 days</i> |
| Recyclable trash collection | <i>Every 10 days</i> |
| Clean trash containers | <i>Every 10 days</i> |
| Disinfect all non-clinical touch surfaces | <i>Every 10 days</i> |
| Spot clean walls and doors | <i>Every 10 days</i> |
| Dust vents | <i>Annually</i> |
| Spot clean walls and doors | <i>Annually</i> |
| Strip and refinish floors | <i>Annually</i> |

CUSTODIAL FREQUENCY

WASHROOMS/HANDICAP

| | |
|--|---------------------|
| Disinfect: toilet bowls, sinks and fixtures | <i>5 x per week</i> |
| Clean mirrors | <i>5 x per week</i> |
| Empty / reline: sanitary bag Waste receptacles | <i>5 x per week</i> |
| Replenish soap, toilet tissue and paper towels | <i>5 x per week</i> |
| Sweep and wash floors | <i>5 x per week</i> |
| Clean/disinfect urinals | <i>5 x per week</i> |
| Wipe partitions and doors | <i>5 x per week</i> |
| Clean trash container | <i>As needed</i> |
| Remove graffiti | <i>As needed</i> |

CUSTODIAL FREQUENCY

LOUNGE (Hard flooring/Carpet)

| | |
|----------------------------------|---------------------|
| Waste trash collection/Recycling | <i>5 x per week</i> |
| Vacuum carpet/Damp mop floor | <i>5 x per week</i> |
| Wash hard surface flooring | <i>5 x per week</i> |
| Clean sinks | <i>5 x per week</i> |
| Dust reachable flat surfaces | <i>5 x per week</i> |
| Clean garbage containers | <i>Weekly</i> |
| Spot clean walls and doors | <i>5 x per week</i> |
| Damp wipe tables and seating | <i>5 x per week</i> |
| | <i>5 x per week</i> |

CUSTODIAL FREQUENCY

FACILITY SERVICES

*Custodial Service Cleaning Tasks and Frequencies
(Service Standards)*

STAIRWELLS

Damp mop stairs and landings
Back-Pack vacuum / sweep stairs and landings
Dust flat surfaces
Damp wipe hand rails and handles
High dust

CUSTODIAL FREQUENCY

Weekly
Weekly
Weekly
Weekly
Monthly

ELEVATORS

Sweep, dust mop floor
Damp mop floors
Spot clean walls and doors
Clean elevator tracks

CUSTODIAL FREQUENCY

Daily
Daily
Daily
Weekly

LIBRARY (HARD FLOORING/CARPET)

Clean water fountains
Waste trash collection
Recyclable trash collection
Clean water fountains
Vacuum floor and straighten furniture
Dust flat surfaces
Clean trash containers
Clean entrance door glass
Dust vents
Restorative carpet care

CUSTODIAL FREQUENCY

5 x per week
5 x per week
5 x per week
5 x per week
1 x per week
1 x per week
1 x per mth
3 x per week
1 x per year

GYMNASIUM

Waste trash collection
Auto-Scrub gym floor

CUSTODIAL FREQUENCY

5 x per week
3 x per week

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LOCKER ROOM

| | |
|---------------------------------|-------------------------|
| Waste/Recycling collection | 7 x per week |
| Clean all mirrors/Glass | 7 x per week |
| Disinfect all touch surfaces | 7 x per week |
| Wipe down all countertops | 7 x per week |
| Dust locker tops | 1 x per week |
| Clean/Disinfect water fountains | 7 x per week |
| Sweep/dust mop floors | 7 x per week |
| Wet-mop/auto-scrub floor | 7 x per week |
| Clean trash containers | 1 x per mth |
| Dust vents | 1 x per mth |
| Strip and refinish floors | annually or as required |

CUSTODIAL FREQUENCY

SHOWER ROOM

| | |
|---------------------------|---------------------|
| Clean /disinfect showers | <i>7 x per week</i> |
| Remove debris from drains | <i>7 x per week</i> |
| Polish Chrome | <i>7 x per week</i> |

CUSTODIAL FREQUENCY

LECTURE THEATRE

| | |
|------------------------------|----------------------------------|
| Replace Chalk | <i>As required</i> |
| Damp wipe lectern table | <i>2 x per week</i> |
| Waste/Recycling collection | <i>5 x per week</i> |
| Dust mop and damp mop | <i>2 x per week</i> |
| Spot mop floor | <i>3 x per week</i> |
| Damp wipe student desks | <i>3 x per week or as needed</i> |
| Clean trash containers | <i>Monthly</i> |
| Dust reachable flat surfaces | <i>Monthly</i> |

CUSTODIAL FREQUENCY

SEMINAR/MEETING ROOMS (Hard flooring/Carpet)

| | |
|--------------------------------|---------------------|
| Waste/Recycling collectio | <i>5 x per day</i> |
| Clean window ledges and sills | <i>1 x per week</i> |
| Damp wipe table tops/furniture | <i>5 x per day</i> |

CUSTODIAL FREQUENCY

FACILITY SERVICES

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| | |
|--------------------------|---------------------------------|
| Vacuum carpet (thorough) | <i>2 x per week</i> |
| Spot vacuum carpet | <i>3 x per week</i> |
| Damp wipe door handle | <i>5 x per week</i> |
| Dust flat surfaces | <i>1 x per mth</i> |
| Clean waste containers | <i>1 x per mth or as needed</i> |
| Restorative carpet care | <i>annually</i> |

LABORATORIES

Dust mop and damp mop floor
Waste/Recycling collection
Clean garbage containers
Damp wipe flat surfaces
Dust flat surface
Replace chalk

CUSTODIAL FREQUENCY

Every 10 days
Every 10 days
Every 10 days
Every 10 days
Every 10 days
As needed